

# DOSS UPDATE

## OCTOBER, 2003

### DID YOU KNOW?

DOSS has assisted a local company in completing a major plant expansion. We upgraded their Toshiba



DK280 to a DK424i with 5 cabinets. A new ES80 voice mail system was also installed to serve the increased number of employees

and inbound sales calls.

A Toshiba PRI and T1 Cards allow them to put their local lines on the PRI and had DID directed to individual telephones. The T1 circuit is used for outgoing long distance. The customer expansion required an increase from 13 local lines to 47 using the PRI and T1. The Toshiba system was programmed to use LCR (Least-Cost-Routing). LCR directs local calls to the PRI and Long Distance to the T1. As a result the company has saved a substantial amount on their local and long distance charges.

The company is also using Toshiba's 4 Zone paging card to split the paging into two groups—Office and Plant page.

### COMPAQ WARRANTY WORK

You may possibly get a follow-up call from HP/Compaq if we did any warranty work on your Compaq equipment.

DOSS is known as Terill Business Systems to HP/Compaq as that is our corporation name. If you would rather be contacted by email rather than by a phone call, this can be set up by contacting Deanna at 548-9009 ext. 222. We would like to have these follow-up calls completed as we get zero points if the calls are put in voice mail or the party is not available.

### VISIT OUR DOSS WEBSITE

Our website has been updated! The class calendars are also in the Training Section. A few more changes need to be made, but we are making progress. Visit our website at <http://www.dossusa.com>

### TIPS AND TRICKS

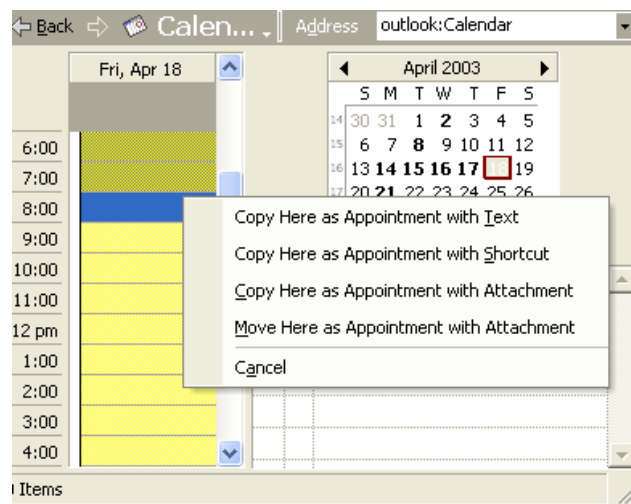
#### For Outlook Users

You may want your tasks to show in your calendar. Tasks by default will not show on your calendar. But in the day/week/month view (see figure 1) of your Calendar, you can see your task pane.

Just right click and hold the task you want to see in your calendar and drag the task on top of the correct date in your calendar.

When you release the mouse, you get a dialog box that gives you choices of:

1. Copy here as an appointment as text
2. Copy here as an appointment with shortcut
3. Copy here as an appointment with attachment
4. Move as appointment with attachment



**Figure 1: Outlook Day/Week/Month View**

If you use the fourth option, the task is removed from the task pane and is only listed in your calendar.

The four options let you put some tasks on your calendar to remind you of due dates, etc.

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